



UNIVERSITI UTARA MALAYSIA

PRACTICUM REPORT
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TECHNO-COMMERCIAL LEADERSHIP DEVELOPMENT DATABASE

BY:
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SCHOOL OF COMPUTING
COLLEGE OF ARTS AND SCIENCES

TECHNO-COMMERCIAL LEADERSHIP DEVELOPMENT DATABASE

PETROLIAM NASIONAL BERHAD (PETRONAS)
WILAYAH PERSEKUTUAN KUALA LUMPUR

This report is prepared to fulfil the requirement of

STIX3912 Practicum

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EXECUTIVE SUMMARY

Techno-Commercial Leadership Development is a database that could help organizations to track on the progress of the candidates that involved in the program from the start until the end of the program. The aim of the database is for recording and storing as it will very helpful for TTM staff to verify their status and analyses straight through the excel database. Furthermore, the enhanced TCLD database aims to simplify and automate the data inputs during data gathering and to provide a clearer and practical data output via the database dashboard. With the dashboard it will be able to provide the user to visualize the information clearly. All the data stored before are incomplete and being maintain irregularly, so with the enhanced version few data information has been added up for future use. Therefore, the TCLD database will be very helpful because the information stored will make them ease in analyze the candidate's status and data from the nominations until the final stage. There are four objectives for this project, which is to identify the requirements needed to improve the database system for the user, to design the database to have the user usability and functionality, to develop the usability and functionality of TCLD database and To test the usability of TCLD database within the user in the company. The methodology that has been chosen is System Prototyping for the provide phases that fit with the project requirement. This methodology has four phases which is planning, analysis, design, and implementation. The first phase is planning which requires production of a proposal with collected some requirement. The second phase is analyzing requirements that needed in this project. For example, identifying requirements and collecting data through an experience from the TTM staff. The third phases are where are all requirement will be turned into the design and refinement to meet the development process. Next phases are implementation phase where the database take place to be used and testing to reach the target users to use the database. Lastly, complete for the final presentation, system demo and final report will be submitted.

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ABBREVIATION

KLCC	Kuala Lumpur City Center
TTM	Top Talent Management
TCLD	Techno-Commercial Leadership Development
UUM	Universiti Utara Malaysia
DCDW	Development Center Development Workshop

CHAPTER 1

INTRODUCTION

This chapter gives an introduction about the organization, where the industrial training has taken place. This chapter presents an organizational background, history, structure, function, vision, and mission as well as the organization activities.

1.1 Organization Background

Petroleum Nasional Berhad (PETRONAS) is a global energy and solutions company, ranked amongst the largest corporations on Fortune Global 500®.

Seek opportunities in energy investments both in hydrocarbon and renewables across the globe and maximize value through our integrated business model. Our portfolio includes conventional and unconventional resources as well as a diverse range of fuel lubricant, and petrochemical products. This is further strengthened with a successful product delivery track record. Customers are at the heart of everything that we do, and our businesses are anchored on meeting their needs.

Technology is the differentiator and the key to ensuring excellence in all that we offer – energy, products, and solutions, as well as unlocking new business frontiers. Sustainability is at the core of everything that we do, as we believe in harnessing the good in energy to add quality to everyday lives. People are our strength and partners for growth. We believe in progressing with our partners in addressing the evolving needs in today's changing energy landscape. Figure 1 below shows the Petronas Twin Tower.



Figure 1 Petronas Twin Tower

Narrow down to the Top Talent Management division focused on equipping top talent with the necessary leadership behaviors and skills required by PETRONAS for sustainability of business growth. Effective leadership competencies will promote high performance of top talents contributing to the strategy of the Right Leader, Right Talent and Right Environment. The intent is to build leadership bench strength aligned to the top talent leadership clusters that supports succession planning for critical leadership roles within the organization.

1.1.1 Organization History and Structure

Petronas is an acronym for Petroliaam Nasional Berhad. It was established in 17 August 1974 as the national oil company for Malaysia. Petronas which is wholly owned by the government it is the corporation which is vested with the entire oil and gas resources in Malaysia and is entrusted with the responsibility of developing and adding value to these resources. Petronas has grown from just being the manager or the regulator of Malaysia's upstream sector into a fully integrated oil and gas production. PETRONAS have been ranked among the FORTUNE Global 500® the largest corporations in the world. Since it was invested PETRONAS has grown to be an international oil and gas company with business interests in 31 countries. As of the end of March 2005, the Petronas Group comprised 103 wholly owned subsidiaries, 19 partly owned outfits and 57 associated companies. Together, these companies make the Petronas Group, which is involved in various oil and gas-based activities. Figure 1.1 below shows the Organizational Structure of PETRONAS.

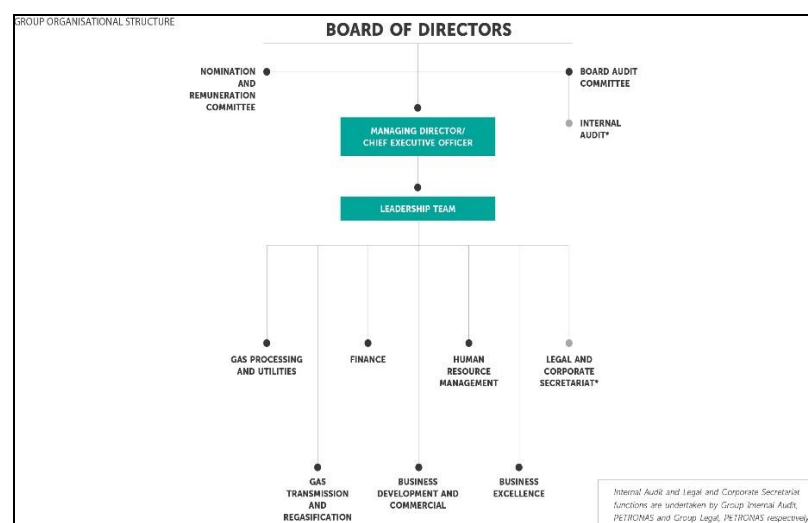


Figure 2: Organizational Structure of PETRONAS

1.1.2 Vision/Mission

Mission and Vision statements are combined to provide a statement of the company's purposes, goals, and values. It helps to keep employees inspired to work more productively by providing focus and common goals.

Vision

PETRONAS aim is to be a leading gas infrastructure and utilities company.

Mission

The mission of the company is listed. Below is the mission of the company:

- PETRONAS are a business entity.
- Gas infrastructure and utilities is the core business.
- PETRONAS aims to operate safely, reliably and competitively.
- Optimize the gas value chain to maximize returns for the stakeholder.

1.2 Organization Activities

The Group is engaged in a wide spectrum of petroleum activities, including upstream exploration and production of oil and gas to downstream oil refining; marketing and distribution of petroleum products; trading, gas processing and liquefaction, gas transmission pipeline network operations, marketing of liquefied natural gas, petrochemical manufacturing and marketing, shipping, automotive engineering and property investment. PETRONAS is doing its business with the major strategy of integration, adding value and globalization. Their major facets of business integration are Exploration and Production, Oil, Gas, Petrochemicals, Logistics and Maritime, Research and Technology and Corporate Sustainability.

1.3 Chapter 1 Summary

This chapter has explained about Petroliaam Nasional Berhad (PETRONAS). However, the structure of PETRONAS is first presented, followed by the explanation about history, vision and mission of PETRONAS also presented. Besides, some activities conducted by PETRONAS during the practicum are also included.

CHAPTER 2

PROJECT DESCRIPTION

This chapter provides project description about the system. The chapter presents project background, problem statement, project objective, project scope, significance of project, the weakness and recommendation for improving the system.

2.1 Project Background

The main objective to develop TCLD database is to record relevant information and data of the TCLD candidates for ease of reference. As of now, the database only stores the basic information data of the candidates and moving forward, the database can be further enhanced by creating a simple dashboard to provide a big picture on the overall TCLD's candidates demographic in order to understand TCLD's candidates better.

In addition to that, the enhanced TCLD database will be able to simplify the data output to ensure fields like candidate's position title, salary grade, etc are standardized and streamlined with the information downloaded from PETRONAS overall staff database.

2.2 Problem Statement

Currently, TCLD database is maintained irregularly. As such, moving forward, the enhanced TCLD database aims to simplify and automate the data inputs during data gathering and to provide a clearer and practical data output via the database dashboard. With the dashboard it will be able to provide the user to visualize the information clearly.

Apart from that, as of now the overall data is inserted manually (column by column). With the availability of the enhanced database, user will be able to key in the staff number in the output database and it will be streamlined to make it more efficient, consistent, and accurate reporting.

2.3 Project Objective

The main objective of this project is to enhance the current TCLD database. Below are the subobjectives of the project:

- a) To identify the requirements needed to improve the database system for the user.
- b) To design the database to have the user usability and functionality.
- c) To develop the usability and functionality of TCLD database.
- d) To test the usability of TCLD database within the user in the company.

2.4 Project Scope

The users of the database will be within the Human Resources (HR) Staff in Petronas only. This database has been developed to help the Human Resources (HR) staff in storing, searching and updating the data. The database needs some enhancement in order to be more organize and efficient in storing data.

2.5 Significance of Project

The database enhancement project will be able to provide the users in the company to manage the data in efficient ways. In addition to that, it will make the process of storing and updating become easier and simpler. Currently, the database is managed manually which could possibly resulted to inconsistency in data entry, room for errors, mis-keying information.

By enhancing the database, it will be able to incorporate new updates and information and by doing this it will be able to improve data accuracy.

2.6 Weaknesses and Recommendation

The weakness and recommendation of TCLD Database shown as below:

Weakness:

- a) This TCLD Database does not automatically update the data.

Recommendation:

- a) Add functionality to update the data automatically.

2.7 Chapter 2 Summary

This chapter has been discussed about the project description. In chapter 2 clearly explained about the project background, project problem statement, project objective, project scope, significance of project, the weakness and recommendation for improving the system. This project is focusing to record data of TCLD candidate's information and their status of the program. This will help the user easier to search and track the status and the result of the candidates efficiently through the database.

CHAPTER 3

METHODOLOGY

3.1 Overall Phases

This chapter provides a project methodology that is used when upgrading the TCLD Database. This chapter discusses in detail the overall phases and description of each phases based on methodology selected. To upgrade the TCLD Database, System Prototyping method has been chosen.

This System Prototyping methodology is suitable for the project because it has short time schedule to complete the project. The methodology gives clear steps on developing the project. This system prototyping has 4 phase which are planning phases, analysis phases, design phases and implementation phases.

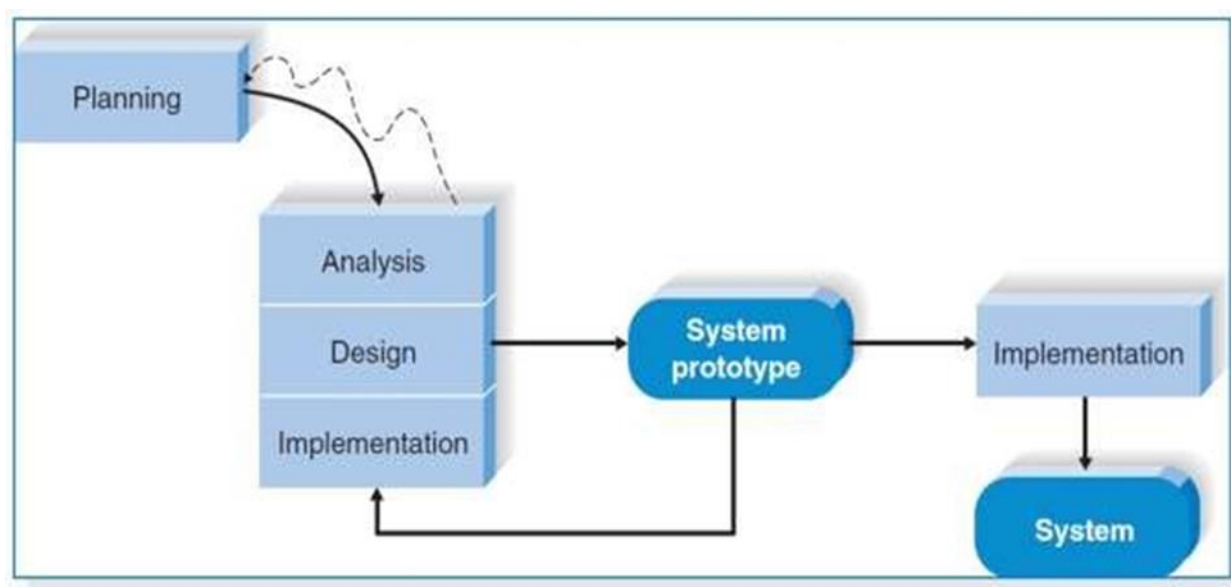


Figure 3: The Project Methodology (Dennis, et al., 2012, p.55).

3.2 Description of Each Phase

The System Prototyping method is discussed in detail based on each phase such as planning, analysis, design, and implementation phase.

Phase 1: Planning

A problem was identified in the current TCLD database system in the company where users find the database are unorganized and difficult to key in. At this stage a plan is proposed to develop an upgraded database that can assists the user to store the details accordingly in easier ways. A project proposal is drafted explaining the problems happens in the TCLD database, the objective of the project, the significant of the project, the scope of the project and the schedule of the project.

Phase 2: Analysis

The requirement of the TCLD Database will be analyzed by conducting a requirements analysis process. The activities involved in this phase are identifying the problem and the solutions that needs to be taken. The requirement will be gathered by interviewing the current users in the company. The design or the sketches of the user interfaces will also be produced at this stage.

Phase 3: Design

In designing the new look of TCLD database, the dashboard also needs to be more attractive in visualize the data recorded. Furthermore, the database needs to add up with data entry form for the user to record, store and update the details and information of the staff easily. Next, the database also will be more attractive with the staff's profile display at the database including their picture.

Phase 4: Implementation

In implementation stage it begins when all the functions are tested, and it meets the users need. Furthermore, the users are satisfied with the result that has being study. The system will finally be implemented, and the users can use a whole working database. The users can inform the developer if there is any bug or error that may occur and need to be fixed during this implementation phase.

3.3 Chapter 3 summary

This chapter discusses about the methodology that has been used for Techno Commercial Leadership Development. Methodology is a path that how to build up a system more efficiently and systematically while testing the system. The methodology has been used for this system is system prototyping method. This methodology contains four phases which is planning, analysis, design, and implementation. All phases have been discussed clearly above.

CHAPTER 4

CONCLUSION

Petroliam Nasional Berhad is an organization where I have presented my industry training for six months from 19th October 2020 to 19th April 2021. I have been given the task of enhancing a database that will be used to record and track the candidate of TCLD. TCLD Database enables TTM staff to record and track their status and results through the database directly.

This database has been successfully enhanced and will be used by the TTM staff at Petroliam Nasional Berhad. Next, the database is focusing on recording and tracking the nominated candidates for TCLD program to pursue their MBA. The TCLD Database able to helps TTM staff to record and track data easily and quickly.

To enhance this TCLD Database, I have used System Prototyping methods. There are four phases in System Prototyping methodology and all of these phases are very helpful for me to enhance the database smoothly. To ensure that this project meets its objectives and requirements, I have conducted a testing and evaluation session with potential user which is the TTM staff at Petroliam Nasional Berhad.

However, this database looking very helpful from the responses of TTM staff. The database needs to be maintained regularly and improved in the future by updating the results and adding more functions such as updating automatically based on the results.

REFERENCES

Alan Dennis, Barbara Wixom, Roberta M. Roth, “System Analysis and design”, 5th edition, John Wiley & Sons, 2012.

APPENDIX A

Other Assignment in the Organization

List of Task

There are many tasks that conducted by me during practicum period. Below is task that I do:

- Manage on DCDW (Development Center & Development Workshop) Database.
- Manage on POA Database.
- Created online forms for Aunt Sima Project.
- Designed posters for TCLD (Techno-Commercial Leadership Development) circle talk.
- Prepared Deck for Top Talent presented at PETRONAS Talent Council.
- Prepared Service Order for Development Center.
- Verified Talent Q status for every candidate in the system by batch.

Practicum Problem

The problem that encountered during the industrial training is in term of the enhanced the database development aspects. Most of the time, I need to focus on database enhancement and at the same time need finished all the task given in the organization by supervisor. Therefore, students need to be wise in dividing time and balancing the both tasks in order to complete them within a time given. Next problem is the working from home environment as I did not get the experience of working in the physical office within the internship period. I somehow missed a lot of opportunity of what I can improve on such as my communication skills and my confidence to meet other people. Plus, sometimes some work cannot be done by me because of limited access to the company website as it contains private and confidential matter. However, to overcome this problem, I always refer my supervisors to inquire about any unknown matters and make notes through observations of the tasks being performed.

Practicum Effectiveness

Industrial training helps me to gain experience with the real working environment. I manage to adapt with the working environment by approaching with different people. Besides, I can improve my communication skills, time management and task solving in a specific time. Moreover, it helps me to work under pressure and keep myself calm down and come out with solution. This is an opportunity for me feel motivated and wish to learn and explore new thing during the internship. I am also glad that practicum have thought me to become more matured while making decisions.

Practicum Objectives Achievement

The main objective of practicum for the students is to get experiences, enhance new things and be familiar with real working environment. Industrial training also gives me a lot of opportunity to enhance something that I did not studied in the university and do let me feel the situation in the organization. Besides that, I have explored new skills that taught me on how to have good communication skill, punctuality, teamwork, confidence and present myself in different environment. Other than that, I have been able to enhance the database for the organization and have an opportunity to do multi-tasking.

Learning Outcome during Practicum

There are several learning outcomes that I get during the industrial training are:

- a) I have learnt to communicate fluently with other people from in and outside the organization.
- b) I have learnt on how to work under pressure and manage things accordingly.
- c) I have learnt on how to do works properly.
- d) I have learnt to start a conversation while admitting leaders in a meeting.
- e) I have learnt how to support a team.

Recommendation and Suggestion

Through the internship, we should apply all that we study in university. Thus, I would like to suggest university to provide as much experience on handling program and workshop to student. This is because one of the skills that needed is soft skill for work in real organizational. This might help student to expose all the soft skill and ease all program when come to internship. Moreover, this can practice students to work in teams and adapt the strengths and weaknesses with other team members through good communication skills. Interpersonal skill such as teamwork and communication skills are very important when students come into a real work situation in future.

APPENDIX B

Gantt Chart

The Gantt chart shows in Table 3.3 where the project begins from October 2020 until the end of April 2021 as follows:

ACTIVITY	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL
Topic Selection	■						
Preparing Proposal	■	■					
Upgrading Database		■	■	■	■	■	■
Testing and Review					■	■	■
Implementation						■	■
WEEK	1	2	3	4	5	6	7

Entity Relationship Diagram

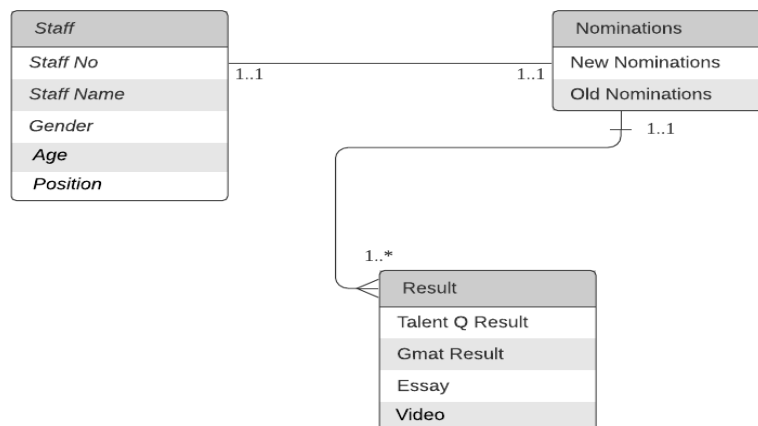


Figure 4: Entity Relationship Diagram for TCLD Database

Database Model

Dashboard of TCLD Database tab

Figure 5 and figure 6 shows the dashboard of the TCLD database where it shows the visualization of the data in the database.

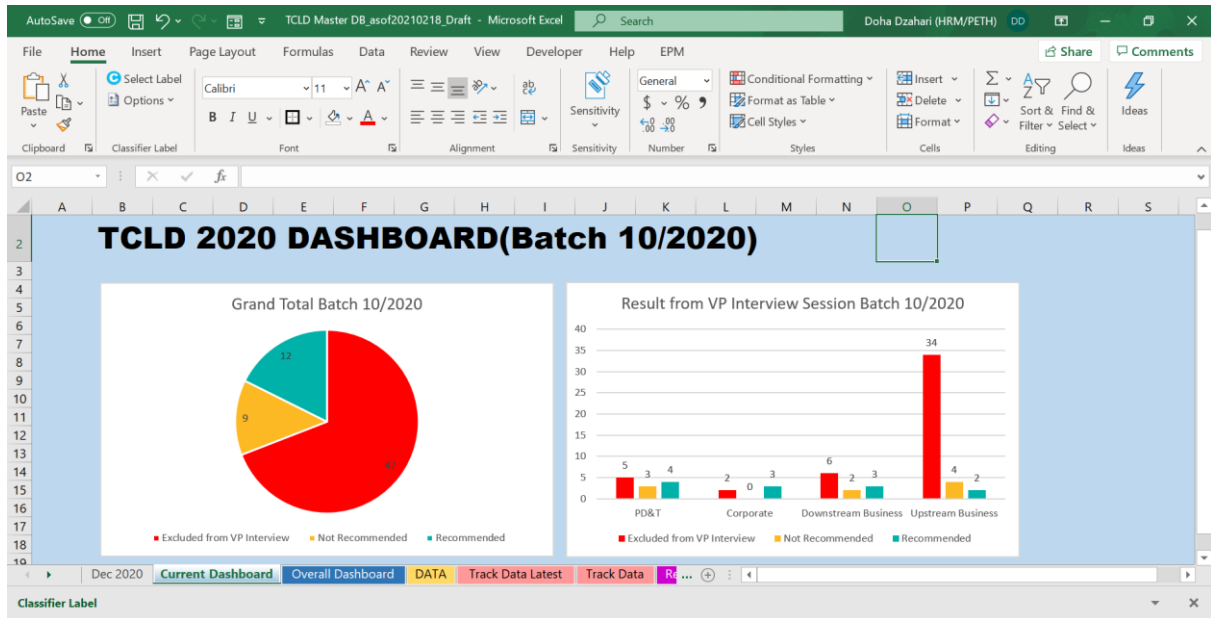


Figure 5: Current Dashboard of TCLD Database

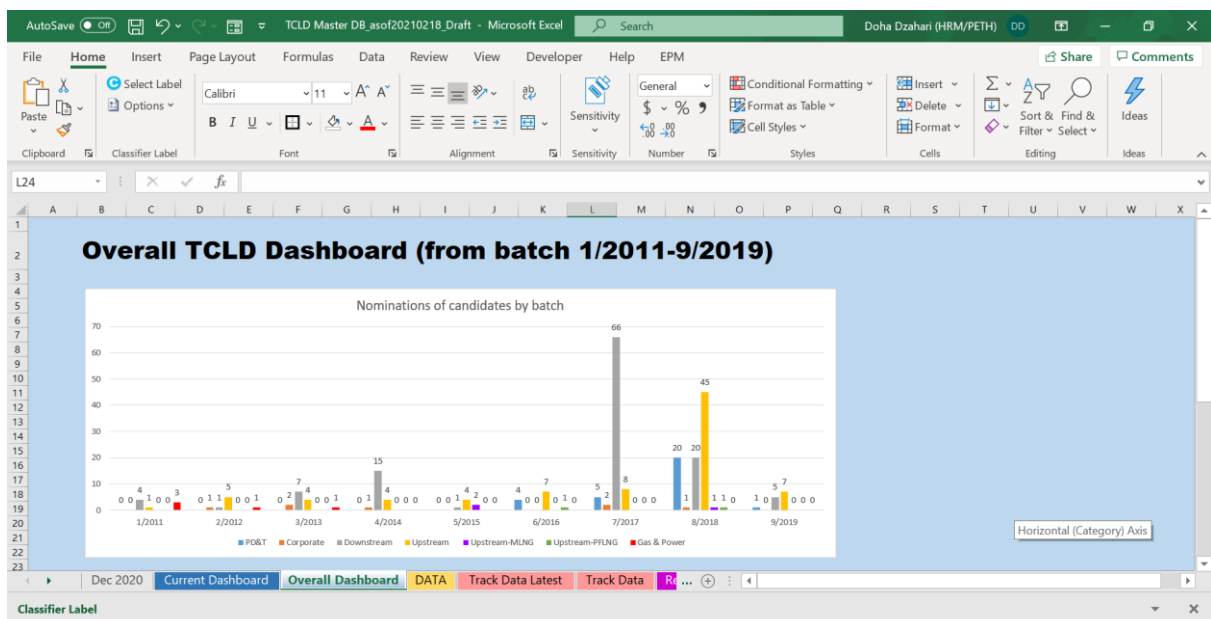


Figure 6: Overall Dashboard of TCLD Database

Data Tracking and Summarization tab

Figure 7 and figure 8 shows the summarization of the data to be reflected in the dashboard.

CURRENT DATA:

Results From VP			
Business	Excluded from VP Interview	Not Recommended	Recommended
PD&T	5	3	4
Corporate	2	0	3
Downstream Business	6	2	3
Upstream Business	34	4	2
Grand Total	47	9	12

Total Results from VP			
Business	Excluded from VP Interview	Not Recommended	Recommended
Grand Total	47	9	12

Figure 7: Summarization data of the current batch

OVERALL DATA:

Status by Business								
Business	PD&T	Corporate	Downstream	Upstream	Upstream-MLNG	Upstream-PLNG	Gas & Power	
Dropped	5	2	6	14	2	1	0	
GMAT Prep	1	0	2	2	0	0	0	
Graduated	3	1	5	8	1	0	0	
Not Recommended (Post VP IV)	0	0	1	1	0	0	0	
Re Interview	0	0	0	2	0	0	0	
Renominate	10	0	9	25	0	0	0	
Study	2	2	3	5	0	0	0	
Unsuccessful	8	2	90	25	0	1	4	
Withdrawn	1	0	4	3	0	0	1	
Grand Total	30	7	119	85	3	2	5	251

Total Candidates by Batch								
Business	PD&T	Corporate	Downstream	Upstream	Upstream-MLNG	Upstream-PLNG	Gas & Power	
1/2011	0	0	4	1	0	0	3	
2/2012	0	1	1	5	0	0	1	
3/2013	0	2	7	4	0	0	1	
4/2014	0	1	15	4	0	0	0	
5/2015	0	0	1	4	2	0	0	
6/2016	4	0	0	7	0	1	0	
7/2017	5	2	66	8	0	0	0	
8/2018	20	1	45	1	1	0	0	
9/2019	1	0	5	7	0	0	0	
Grand Total	30	7	119	85	3	2	5	251

Figure 8: Summarization data of the overall batch

Data of the Candidates that has been nominated in the TCLD Program

Figure 9 shows the data of the candidates that has been nominated for TCLD Program from Batch 1/2011 to batch 19/2019. It contains 251 candidates.

The screenshot shows the Microsoft Excel interface with the 'TCLD Master DB' spreadsheet open. The spreadsheet has columns: Staff No., Name, Historical Status Nomination, Historical Remarks for Nomination, Gender, Year In SO, 7/2017, Age (As at Nomination), and Current. The data area is mostly blank, indicating 251 candidates are listed. The bottom tab is labeled 'Classifier Label'.

Figure 9: Data of the candidates for the whole nominations from batch 1/2011 to 9/2019

Renomination Candidates tab

Figure 10 shows the data of the renomination candidates from previous batch. It will be recorded in a different tab to track them for maximum to two nominations only.

The screenshot shows the Microsoft Excel interface with the 'TCLD Master DB' spreadsheet open. The spreadsheet has columns: Staff No., Name, First Nomination, Gender, TCLD Batch, Age (As at Nomination), Current Age, TT Categ, and Position (Upon Nomination). The data area is mostly blank, indicating renomination candidates are listed. The bottom tab is labeled 'Classifier Label'.

Figure 10: Data of the renominate candidates

TCLD Status Tab

Figure 11 shows the listed status for the candidates in the database.

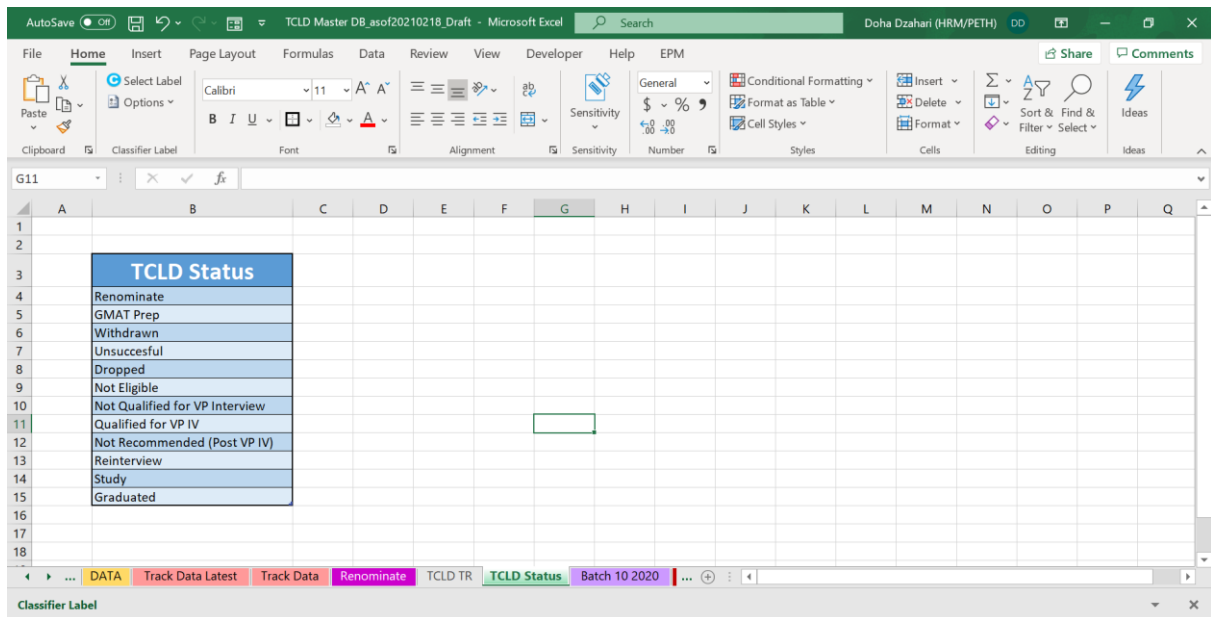


Figure: 11 shows the status of the candidates for TCLD program

Talent Review Tab

Figure 12 shows the list of candidates who have graduated. In this tab, traffic light system were used to identify their duration for their position. For green it is indicate for the duration between 1-24 months, yellow for 25-35 months and red for 36 months above of working duration.

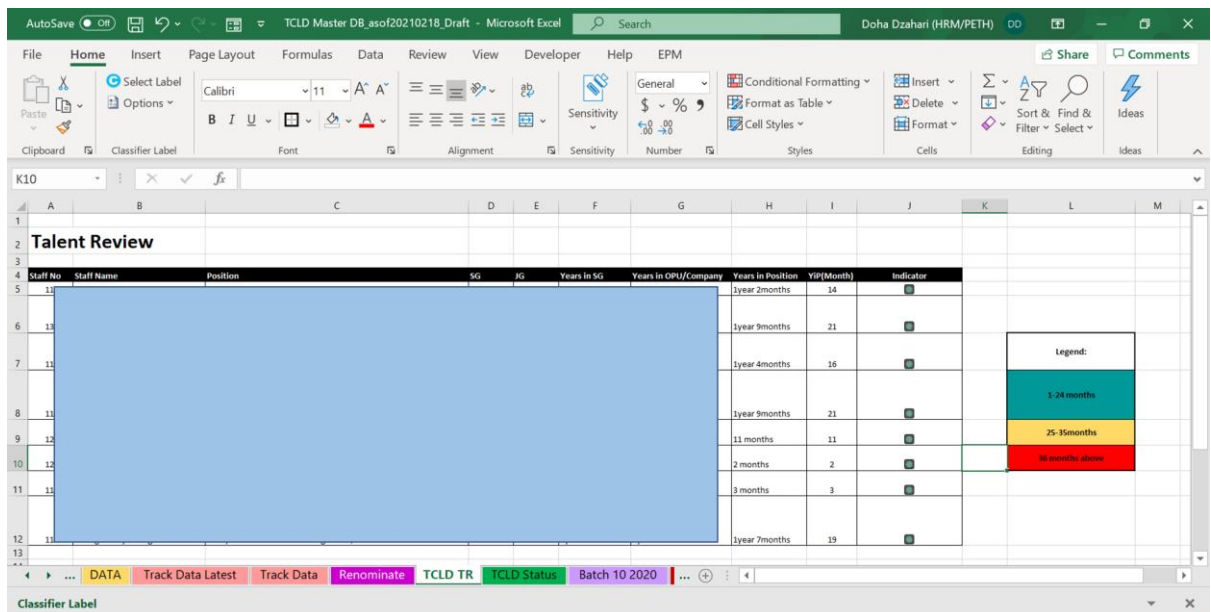


Figure 12: Traffic light system for candidates who have graduated

Batch 10/2020 tab

Figure 13 shows the data for the latest batch of the TCLD program. Since this Batch 10/2020 is still in progress, they require a different tab to update their progress accordingly.

1	2	3	4	5	6	7	8	9	10	11
Staff	Employee Name	Business	Talent Q	Essay	Video	Remark	Talent Q	Talent Q Grouping	Mock GMA	GMAT Group
12										an 600
13										an 600
14										an 600
15										an 600
16										an 600
17										an 600
18										an 600
19										an 600
20										an 600
21										an 600
22										an 600
23										an 600
24										an 600
25										an 600
26										an 600
27										an 600
28										an 600

Figure 13: Candidates data for Batch 10/2020

Resigned Tab

Figure 14 shows the data of resigned candidate during their journey in TCLD. For a record they will be define in another tab for resigned tag.

1	2	3	4	5	6	7
Staff No	Name	Gender	TCLD Batch	Age (As at Nomination)	TT Category	Position (Upon Nomination)
2	Resign					
3	Resign					
4	Resign					
5	Resign					
6	Resign					
7	Resign					
8	Resign					
9	Attrition					
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						

Figure 14: Data of resigned candidates throughout the TCLD journey

APPENDIX C

Figure 15 to figure 18 shows the virtual meeting and discussion during my internship period.

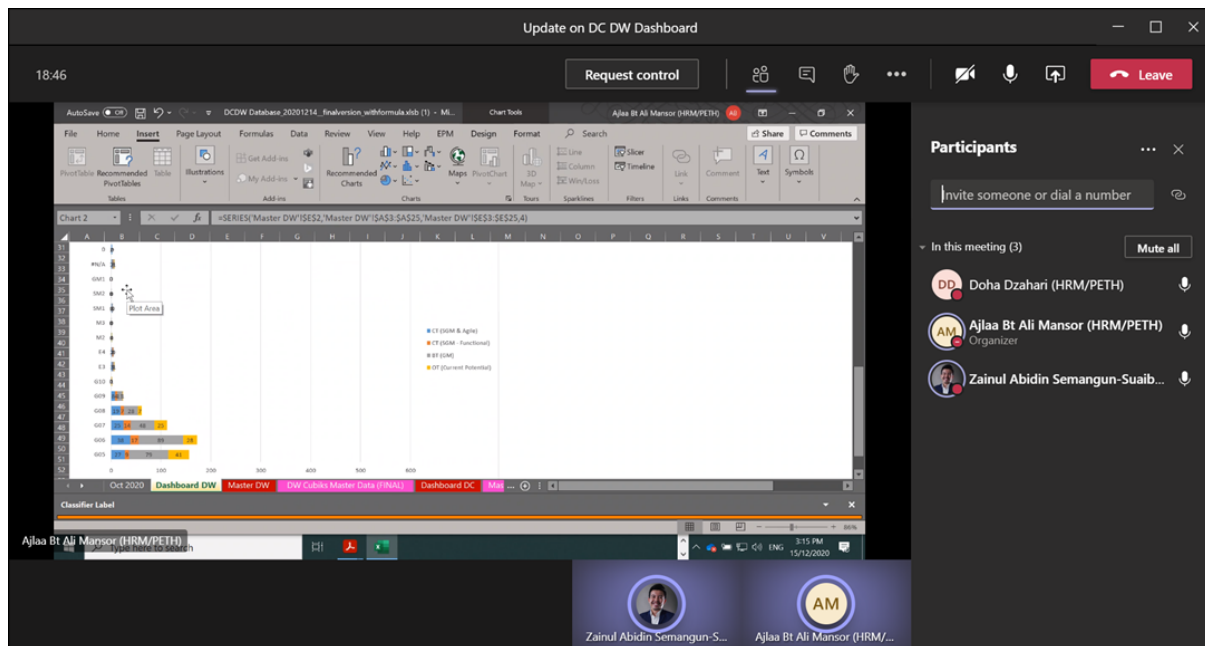


Figure 15: Online discussion for DCDW database

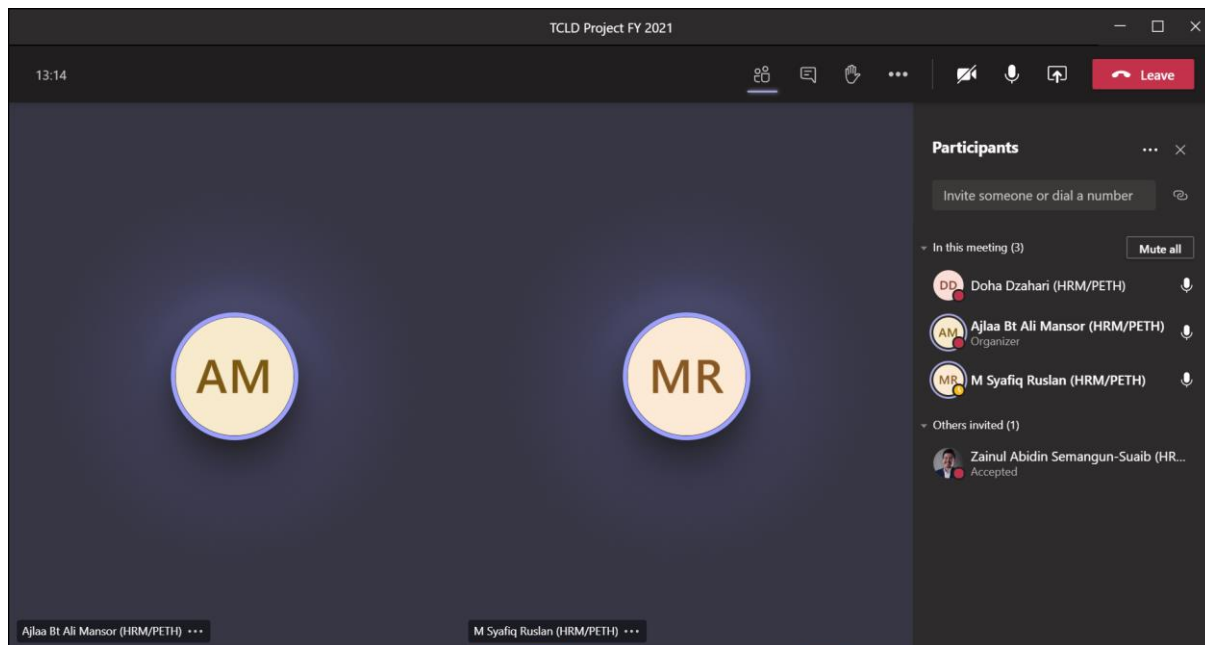


Figure 16: Online discussion for TCLD project

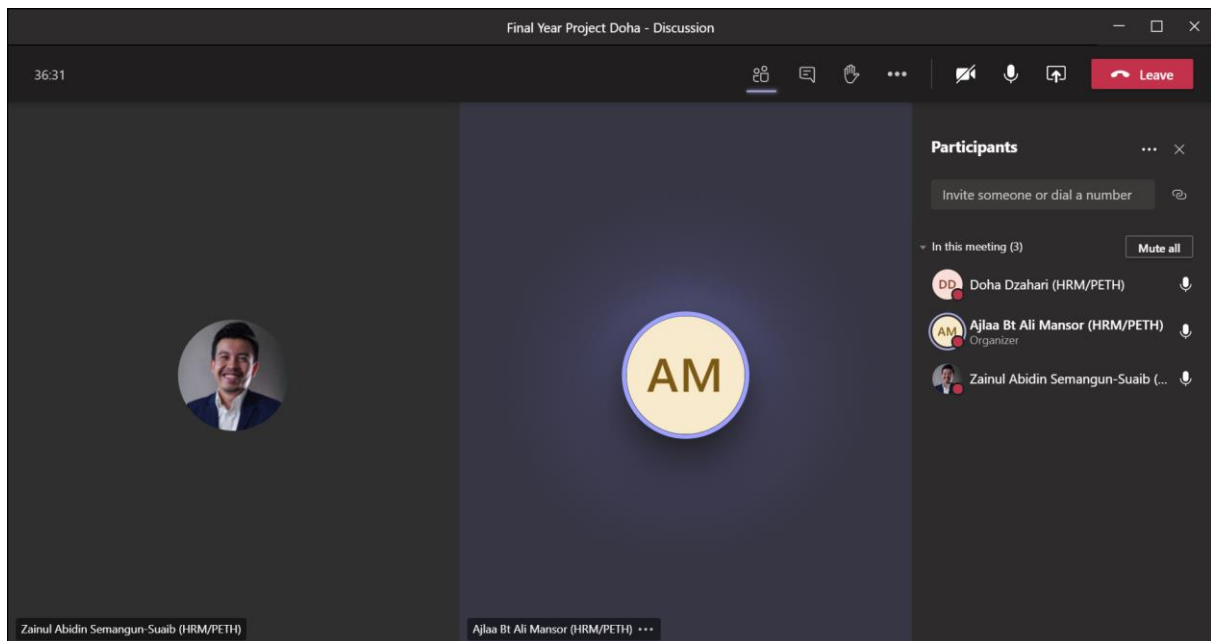


Figure 17: Online discussion for my Final Year Project



Figure 18: Admitting the candidate and the consultant in the virtual DC Assessment.